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കേരള സർക്കാർ
GOVERNMENT OF KERALA

കേരള ഗസറ്റ് KERALA GAZETTE

ആധികാരികമായി പ്രസിദ്ധപ്പെടുത്തുന്നത്
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കേരള സർക്കാർ
GOVERNMENT OF KERALA
2024



Department of Tourism, Ecotourism**NOTIFICATION**

No. ET/142/2023.

8th January 2024.

The following is the list of services in Ecotourism Wing of Department of Tourism rendered to the public along with time limit, Designated Officer, First Appellate Authority and Second Appellate Authority that is included under the Right to Service Act, 2012.

SCHEDULE

<i>Sl. No.</i>	<i>Service Activity</i>	<i>Stipulated time limit</i>	<i>Designated Officer</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
1	Information about Ecotourism destination	15 minutes	Senior Clerk	Junior Superintendent	Director, Ecotourism
2	Information about Ecotourism destination in writing	7 days*	Senior Clerk	Junior Superintendent	Director, Ecotourism

*As various agencies are also involved in the above task the time will be tentative.

Office of the Director Ecotourism,
Vazhuthacadu, Thiruvananthapuram.

RAJU K. FRANCIS IFS,
Director.



PROCEEDINGS

OF THE DIRECTOR, ECOTOURISM, DEPARTMENT OF TOURISM, THIRUVANANTHAPURAM

(*Present:* Shri Raju K. Francis IFS)

Sub:—Department of Tourism—Ecotourism—Notifying Services and officers under the Right to Service Act 2012-reg.

Ref:—Kerala State Right to Service Act-2012

Order No. ET/142/2023 dated 27-9-2023

The Kerala State Right to Service Act, 2012 came into force on the 1st November 2012. The Act provides for effective and time-bound redress of grievances of citizens, delivery of services to the public and for making Government Servents liable in case of default.

The Bill provides two-tier appellate system to redress grievances. Section 5 of the Act underlines the duty of the designed officer, who on receipt of an application for service, will provide it or reject the application within the time limit.

The designated officer is liable to pay a fine not less than ₹ 500 and not more than ₹ 5,000 in case of breach of terms of the Bill.

Section 3 of the Act says every Government Department. Head of the Department, Local Self-Government Institution and statutory body should, within six months of the commencement of the Act, notify the services that will be rendered by each of them and the designated officers for providing services and the stipulated time limit for doing so.

The Bill lays down the procedures for filing appeals and the method of handling appeals by the first and second appellate authorities. The two appellate authorities will have the powers of civil court in matters of requiring production and inspection of documents, issuing summons for hearing the designated officer and the appellant and any other matter that may be prescribe.

It is hereby notified the services that will be rendered by Ecotourism Directorate and the designated officers for providing such services and the stipulated time limit for doing so.

<i>Sl. No.</i>	<i>Service Activity</i>	<i>Stipulated time limit</i>	<i>Designated Officer</i>
1	Information about Ecotourism destination	15 minutes	Senior Clerk
2	Information about Ecotourism destination in writing	7 days	Senior Clerk



The details of the appellate authority are as given below:

Second Appellate Authority

Raju K. Francis IFS,
Director, Ecotourism, 0471-2329770,
ecotourism@keralatourism.org

First Appellate Authority

Manikantan, P. M.,
Junior Superintendent,
Directorate of Ecotourism,
0471-2329770, ecotourism@keralatourism.org

Office of the Director Ecotourism,
Vazhuthacadu, Thiruvananthapuram.

(Sd.)
Director.

